WHAT IS CLAIMED IS:

1   1. A reservation server comprising:

2   a retaining section for retaining store/facility

3   information including a reservation-needed service

4   requiring reservation and a reservation situation of said

5   reservation-needed service;

6   an alternative event information outputting section

7   for outputting alternative event information on an event

8   substituting for said reservation-needed service;

9   a receiving section for receiving a desired service

10 or desired event which a user desires, and is transmitted

11 from a user terminal;

12   a reservation managing section for selectively

13 reading out said store/facility information retained in

14 said retaining section and said alternative event

15 information outputted from said alternative event

16 information outputting section on the basis of said

17 desired service or desired event received in said

18 receiving section; and

19   a transmitting section for transmitting, to said

20 user terminal, at least one of said store/facility

21 information and alternative event information read out

22 in said reservation managing section.

1   2. A reservation server comprising:

2   a retaining section for retaining store/facility

3   information including a reservation-needed service

4   requiring reservation and reservation situation on the

5   number of seats of said reservation-needed service by way

6   of a user window or remote access means;

7   an alternative event information outputting section

8   for outputting alternative event information including

9   an event substituting for said reservation-needed service

10 and on a start/end time of said event;

11   a receiving section for receiving a desired service

12 or desired event which a user desires, and is transmitted

13 from a user terminal;

14   a reservation managing section for selectively

15 reading out said store/facility information retained in

16 said retaining section and said alternative event

17 information outputted from said alternative event

18 information outputting section on the basis of the desired

19 service or desired event received in said receiving

20 section; and

21   a transmitting section for transmitting, to said

22 user terminal, at least one of said store/facility

23 information and alternative event information read out

24 in said reservation managing section.

1   3. A reservation server according to claim 1,

2   further comprising a waiting time calculating section for

3   calculating, as a waiting time, a difference between a

4   start time, included in said alternative event

5   information selected by said reservation managing section,

6   or a reservation-needed service start time, included in

7   said store/facility information selected by said

8   reservation managing section, and the present time, and

9   for outputting the calculated waiting time.

1   4. A reservation server according to claim 2,

2   further comprising a waiting time calculating section for

3   calculating, as a waiting time, a difference between the

4   start time, included in said alternative event

5   information selected by said reservation managing section,

6   or the reservation-needed service start time, included

7   in said store/facility information selected by said

8   reservation managing section, and the present time, and

9   for outputting the calculated waiting time.

1   5. A reservation server according to claim 1,

2   further comprising an end time calculating section for

3   calculating, as an end time, the sum of a performance time

4   to be taken for said event, included in said alternative

5   event information selected by said reservation managing

6   section, or a performance time to be taken for said

7   reservation-needed service, included in said

8   store/facility information selected by said reservation

9   managing section, and the present time, and for outputting

10 the calculated end time.

1   6. A reservation server according to claim 2,
2   further comprising an end time calculating section for
3   calculating, as an end time, the sum of a performance time
4   to be taken for said event, included in said alternative
5   event information selected by said reservation managing
6   section, or a performance time to be taken for said
7   reservation-needed service, included in said
8   store/facility information selected by said reservation
9   managing section, and the present time, and for outputting
10   the calculated end time.

1   7. A reservation server according to claim 1,
2   further comprising an other reservation situation
3   notifying section for outputting, to said transmitting
4   section, a reservation situation on a reservation-needed
5   event requiring reservation, among said alternative event
6   information outputted from said alternative event
7   information outputting section.

1   8. A reservation server according to claim 2,
2   further comprising an other reservation situation
3   notifying section for outputting, to said transmitting
4   section, a reservation situation on a reservation-needed
5   event requiring reservation, among said alternative event
6   information outputted from said alternative event
7   information outputting section.

1   9. A reservation server according to claim 7,
2 wherein said other reservation situation notifying
3 section is made to output practicable information of said
4 alternative event information as performing event
5 information to said transmitting section.

1   10. A reservation server according to claim 8,
2 wherein said other reservation situation notifying
3 section is made to output practicable information of said
4 alternative event information as performing event
5 information to said transmitting section.

1   11. A reservation server according to claim 9,
2 wherein said other reservation situation notifying
3 section is made to output said performing event
4 information on the basis of a user traveling time, a user's
5 waiting time at an other store and an event performance
6 time in said other store.

1   12. A reservation server according to claim 10,
2 wherein said other reservation situation notifying
3 section is made to output said performing event
4 information on the basis of a user traveling time, a user's
5 waiting time at an other store and an event performance
6 time in said other store.

1   13. A reservation server according to claim 9,

2   wherein said other reservation situation notifying

3   section is made to extract a longest event taking a maximum

4   performance time among events, included in said

5   alternative event information, on the basis of an event

6   end time obtained by adding said waiting time to a

7   performance time to be taken for each of said events, for

8   including the extracted longest event in said performing

9   event information and outputting the longest event

10   included performing event information.

1   14. A reservation server according to claim 10,

2   wherein said other reservation situation notifying

3   section is made to extract a longest event taking a maximum

4   performance time among events, included in said

5   alternative event information, on the basis of an event

6   end time obtained by adding said waiting time to a

7   performance time to be taken for each of said events, for

8   including the extracted longest event in said performing

9   event information and outputting the longest event

10   included performing event information.

1   15. A reservation server according to claim 9,

2   wherein said alternative event information outputting

3   section is constructed as an event information retaining

4   section to retain and output said alternative event

5   information according to time zone, and said other

6   reservation situation notifying section is constructed

7   as an event notifying section to extract said performing

8   event information from said alternative event information

9   outputted from said event information retaining section

10   on the basis of the present time, and for outputting the

11   extracted performing event information to said

12   transmitting section.

1   16. A reservation server according to claim 10,

2   wherein said alternative event information outputting

3   section is constructed as an event information retaining

4   section to retain and output said alternative event

5   information according to time zone, and said other

6   reservation situation notifying section is constructed

7   as an event notifying section to extract said performing

8   event information from said alternative event information

9   outputted from said event information retaining section

10   on the basis of the present time, and for outputting the

11   extracted performing event information to said

12   transmitting section.

1   17. A reservation server according to claim 7,

2   wherein said alternative event information outputting

3   section is constructed as an other reservation server

4   interface section to output, as said alternative event

5   information, other reservation server alternative event

6   information retained in an other reservation server

7   connected through a server network, and said other

8   reservation situation notifying section is made to

9   extract practicable other reservation server alternative

10   event information, said other reservation server

11   alternative event information satisfying a predetermined

12   condition from said other reservation server alternative

13   event information outputted from said other reservation

14   server interface section, and to output the extracted

15   practicable other reservation server alternative event

16   information to said transmitting section.

1   18. A reservation server according to claim 17,

2   further comprising a reservation mediating section for

3   transmitting a reservation request from a user, received

4   in said receiving section to said other reservation server

5   through said other reservation server interface section.

1   19. A reservation server according to claim 18,

2   further comprising a utilization situation retaining

3   section for retaining an access log between said

4   reservation server and said other reservation server,

5   with said utilization situation retaining section being

6   made to calculate an introduction charge on information

7   provided by said other reservation server to said

8   reservation server and an introduction charge on

9   information provided from said reservation server to said

10   other reservation server on the basis of said access log,

11   and to retain both the calculated introduction charges.

1   20. A reservation server according to claim 1,

2 further comprising a discount/value-added information

3 generating section for generating discount information

4 or value-added information on said alternative event

5 information outputted from said alternative event

6 information outputting section and for outputting said

7 discount information or said value-added information to

8 said transmitting section.

1   21. A reservation server comprising:

2   a retaining section for retaining store/facility

3 information including a reservation-needed service

4 requiring reservation and a reservation situation of said

5 reservation-needed service;

6   a handling table for retaining handling scheme data

7 on handling by a store or facility according to said

8 reservation situation of said store/facility

9 information; and

10   a store handling selecting section for selecting

11 desired handling scheme data among said handling scheme

12 data retained in said handling table on the basis of said

13 reservation situation retained in said retaining section

14 to notify an other store or facility of the selected

15 handling scheme data.

1   22. A reservation server according to claim 21,

2   wherein said store handling selecting section is made to

3   read out and output said handling scheme data from said

4   handling table on the basis of, of said reservation

5   situation, a rate of change representative of variation

6   in the number of reservations for a predetermined period

7   of time.

1   23. A user terminal comprising:

2   a receiving section for receiving at least one of

3   store/facility information including a reservation-

4   needed service requiring reservation and a reservation

5   situation of said reservation-needed service and

6   alternative event information an event substituting for

7   said reservation-needed service, retained in a

8   reservation server;

9   a displaying section for displaying said

10   store/facility information or alternative event

11   information received in said receiving section;

12   a selecting section for selecting a desired service

13   or desired event which a user desires, among said

14   store/facility information or alternative event

15   information displayed on said displaying section; and

16   a transmitting section for transmitting the desired

17   service or desired event selected in said selecting

18   section to said reservation server.

1   24. A user terminal according to claim 23, further

2   comprising a discount/value-added information retaining

3   section for retaining discount information or value-added

4   information transmitted from said reservation server and

5   received in said receiving section.

1   25. A reservation system comprising:

2   a user terminal for transmitting and receiving data;

3   and

4   a reservation server, connected through a radio

5   network to said user terminal, for outputting at least

6   one   of   store/facility   information   including   a

7   reservation-needed service requiring reservation and a

8   reservation situation of said reservation-needed service

9   and   alternative   event   information   on   an   event

10   substituting for said reservation-needed service to said

11   user terminal,

12   said reservation server including:

13   a   retaining   section   for   retaining   said

14   store/facility information;

15   an alternative event information outputting

16   section   for   outputting   said   alternative   event

17   information;

18   a first receiving section for receiving a

19   desired service or desired event which a user desires,

20   and is transmitted from said user terminal;

21   a   reservation   managing   section   for

22   selectively reading out said store/facility information,

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23 retained in said retaining section, and said alternative

24 event information, outputted from said alternative event

25 information outputting section, on the basis of the

26 desired service or desired event received in said first

27 receiving section; and

28   a first transmitting section for transmitting,

29 to said user terminal, at least one of said store/facility

30 information and alternative event information read out

31 by said reservation managing section,

32   said user terminal including:

33   a second receiving section for receiving at

34 least one of said store/facility information and

35 alternative event information transmitted from said first

36 transmitting section of said reservation server;

37   a displaying section for displaying said

38 store/facility information or alternative event

39 information received in said second receiving section;

40   a selecting section for selecting the desired

41 service or desired event which the user desires, among

42 said store/facility information or alternative event

43 information displayed on said displaying section; and

44   a   second   transmitting   section   for

45 transmitting, to said reservation server, the desired

46 service or desired event selected by said selecting

47 section.

1   26. A reservation method comprising:

2   a first transmitting step in which a reservation
3   server transmits, to a user terminal connected through
4   a radio network to said reservation server, at least one
5   of   store/facility   information   including   a
6   reservation-needed service requiring reservation and a
7   reservation situation of said reservation-needed service
8   and   alternative   event   information   on   an   event
9   substituting for said reservation-needed service;

10   a   reserving   step   in   which   said   user   terminal
11 transmits, to said reservation server, a desired service
12 or   desired   event   which   a   user   desires,   among   said
13 store/facility   information   or   alternative   event
14 information transmitted in said first transmitting step;

15   a selecting step in which said reservation server
16 selects at least one of said store/facility information
17 and   said   alternative   event   information   on   said   event
18 substituting for said reservation-needed service, on the
19 basis of the desired service or desired event transmitted
20 in said reserving step; and

21   a second transmitting step in which said reservation
22 server   transmits,   to   said   user   terminal,   said
23 store/facility   information   or   alternative   event
24 information selected by said selecting step.

1   27. A reservation method according to claim 26,
2   wherein said first transmitting step includes:
3   an other reservation server access step in which

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4 said reservation server has access to other reservation

5 server alternative event information retained in at least

6 an other reservation server which is connected through

7 a server network to said reservation server;

8   a performing event information extracting step in

9 which said reservation server extracts, from said other

10 reservation server alternative event information

11 accessed in the other reservation server access step,

12 performing event information practicable within a user's

13 waiting time to be taken until a desired service starts;

14 and

15   a performing event information transmitting step in

16 which said reservation server transmits, to said user

17 terminal, said performing event information extracted in

18 said performing event information extracting step.

1   28. A reservation method according to claim 26,

2 wherein said selecting step includes:

3   an other reservation server access step in which

4 said reservation server gains access to other reservation

5 server store/facility information or other reservation

6 server alternative event information retained in an other

7 reservation server connected through a server network to

8 said reservation server;

9   a waiting time calculating step in which said

10 reservation server calculates a user's waiting time, to

11 be taken until a desired service or a desired event starts,

12 on the basis of said other reservation server
13 store/facility information or other reservation server
14 alternative event information accessed in said other
15 reservation server access step; and

16   an extracting step in which said reservation server
17 extracts, from the desired service or the desired event,
18 a service or event practicable within the waiting time
19 calculated in said waiting time calculating step.

1   29. A reservation method comprising:

2   a reserving step in which a user terminal makes
3   reservation for a reservation-needed service requiring
4   reservation to a reservation server connected through a
5   radio network to said user terminal;

6   a threshold detecting step in which said reservation
7   server detects that a rate of change of the number of
8   reservations   for   said   reservation-needed   service
9   reserved in said reserving step is equal to or more than
10 a first threshold value, or equal to or less than a second
11 threshold value;

12   a supernumerary dispatch staff retrieving step in
13 which said reservation server has access to at least an
14 other reservation server which is connected through a
15 server network to make retrieval on supernumerary
16 store/facility having supernumerary when said threshold
17 detecting step detects that the rate of change thereof
18 is equal to or more than said first threshold value, and

19 said reservation server has access to said other

20 reservation server to make retrieval on a dispatch

21 requiring store/facility requiring dispatched staff when

22 said threshold detecting step detects that the rate of

23 change thereof is equal to or less than said second

24 threshold value; and

25   a requesting/supporting step in which said

26 reservation server issues a request for dispatch to said

27 supernumerary store/facility retrieved in said

28 supernumerary dispatch staff retrieving step or offers

29 support to said dispatch requiring store/facility

30 retrieved in said supernumerary dispatch staff retrieving

31 step.

1   30. A reservation method comprising:

2   a communication-feasible user terminal retrieving

3 step in which a reservation server retrieves a

4 communication-feasible user terminal from user terminals

5 connected to a server network to said reservation server;

6   a third transmitting step in which said reservation

7 server transmits store/facility information including a

8 reservation-needed service requiring reservation and a

9 reservation situation of said reservation-needed service

10 to said communication-feasible user terminal retrieved

11 in said communication-feasible user terminal retrieving

12 step; and

13   a fourth transmitting step in which said

14 communication-feasible user terminal transmits a desired

15 service which a user desires, among said reservation-

16 needed service included in said store/facility

17 information transmitted in said third transmitting step,

18 to said reservation server.

1 31. A reservation method comprising:

2 an inquiring step in which a user terminal inquires

3 of a reservation server connected through a server network

4 to said user terminal whether or not it is possible for

5 a user to receive a desired service which said user

6 desires;

7 a reference step in which said reservation server

8 refers to at least one of store/facility information,

9 including a reservation-needed service requiring

10 reservation, and a reservation situation of said

11 reservation-needed service and alternative event

12 information on an event substituting for said

13 reservation-needed service, with respect to the desired

14 service on the inquiry in said inquiring step; and

15 a store/facility information transmitting step in

16 which said reservation server transmits details of the

17 desired service to said user terminal when it is possible

18 for said user to receive the desired service as a result

19 of the reference in said reference step, and transmits

20 alternative store/facility information or alternative

21 event information to said user terminal when it is

22   impossible for said user to receive the desired service.